

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Licensing and Permitting Bureau Chief Position Number: 54122063

Location: Helena

Department: Transportation

Division and Bureau: Motor Carrier Services Licensing and Permitting Bureau

Section and Unit: N/A

Job Overview: As the Licensing and Permitting Bureau Chief, the position is responsible for managing the Bureau. Duties include management of the delivery of Bureau services to the commercial motor carrier industry; collection and management of the tax and fee revenue that represents one third of MDT's total state revenue package; management of each Bureau program; managing the implementation of Bureau technology projects; oversight of Bureau operations including human resources and the Bureau's personal services budget; and oversight of all Division support services. As a member of the MCS management team, the position participates in the research, development of MCS and MDT work projects, budgets, operational decisions and commercial vehicle legislation. The position reports to the Motor Carrier Services Division Administrator and supervises 17 professional and technical positions in the LPB and Administrative Support Section (16.5 FTE).

Essential Functions (Major Duties or Responsibilities):

Program Development, Implementation and Operations (65%): This position is the State of Montana's chief expert on commercial motor carrier licensing, registration and permitting. The position manages the MCS Licensing and Permitting Bureau and the delivery of services provided by the Bureau, as required by the commercial motor carrier industry. The position develops and implements Bureau work plans and policies designed to enhance the efficiency and effectiveness of Bureau operations; is directly responsible for the overall quality and timeliness of the services delivered by the Bureau; develops and implements licensing and permitting goals and objectives for the bureau; prepares administrative rules and proposed legislation; monitors all legislative action at the state and national levels; coordinates and implements public relations

plans; coordinates state and international relations and cooperative efforts with jurisdictions of other states and Canada; develops and/or redesigns bureau business processes; and directs and oversees the implementation of new programs and initiatives by subordinate staff. These duties require extensive knowledge of the concepts and theories of public administration, program planning, and project administration, and demonstrated ability to independently apply this knowledge within a variety of applications including motor vehicle licensing laws and regulations; the Motor Carrier Fuel Tax Act; the rules, regulations, audit requirements and operating procedures mandated by the International Fuel Tax Agreement, the International Registration Plan, and the Single State Registration System; administration of projects directly related to the programs for which the position is directly responsible; interstate and international reciprocity agreements; legislative and administrative rule requirements and processes; Montana statutes; MDT rules, regulations, policies, and procedures; motor vehicle licensing rules and regulations; and developing approaches to sensitive issues which have significant impacts on the state; and the ability to develop innovative approaches to unique circumstances; direct a major agency program; develop effective working relationships with a variety of individuals and agencies; make and defend policy decisions; prepare informational releases for a variety of audiences; assess complex issues and determine their impacts on the industries represented; communicate effectively; and motivate and direct staff to meet Department goals.

- Establishes licensing and permitting goals and objectives for the bureau, and develops a comprehensive annual work plan for the Bureau. This involves assessing the impact of changes in state and federal laws on bureau operations, determining methods to increase efficiency, developing plans to address noncompliance issues, reviewing bureau policy to ensure continued compliance, developing staff performance appraisals that support established goals, and establishing methods to ensure excellent customer service and achieve MDT goals.
- Establishes policies, standards and procedures to administer the Motor Carrier Services licensing and permitting program, and to promote uniform delivery of services in compliance with state and federal laws and regulations on a statewide, national and international basis. This involves assessment and incorporation of state, national, and international initiatives and requirements.
- Develops bureau policies and procedures to ensure compliance with applicable laws and regulations, and ensure efficient operations. This involves research and analysis of motor carrier and commercial vehicle licensing and permitting issues, consultation with various motor carrier groups and organizations, and assessment of practices in other states and countries to determine necessary changes to increase program effectiveness and ensure legal compliance.
- Manages the preparation of administrative rules and proposed legislation to address program and industry needs, facilitates the efficient operation of licensing and permitting programs, and ensure consistency with state and national requirements. This involves research and analysis of current program operations, direct contact with the industry to determine needs and problem areas, review of current statutes and laws of Montana and other states, development of proposals for potential sponsors to support bills introduced to the legislature, and development of proposed legislation and administrative rules to implement needed changes (e.g., expanded permit agreements, etc.). Provides testimony at legislative hearings to justify and defend proposed legislation.
- Manages the monitoring all legislative action at the state and national levels that may impact the Licensing and Permitting Bureau. This involves ensuring technical, financial, and human resources, and legal implications are considered by lawmakers; communicating with other jurisdictions to see

what is coming at the national level; researching and assessing potential effects of legislation on motor carriers; and determining effective implementation methods to ensure compliance with legislative changes while ensuring that revenue streams are maximized.

- Manages and coordinates, and manages the implementation of public relations plans to effectively communicate changes in legislation, programs, policies, and regulations affecting Motor Carrier Services and its clients. This includes gathering, researching, and assessing industry needs and concerns; incorporating this information into legislative session preparation activities; analyzing and forecasting potential upcoming changes in industry regulations; and coordinating with enforcement to determine effective methods to educate customers regarding current and proposed changes.
- Coordinates state and international relations and cooperative efforts with jurisdictions of other states and Canada to ensure consistent compliance of LPB with all rules and regulations of the International Registration Plan (IRP). This includes negotiating and coordinating reciprocity agreements and jurisdictional issues; visiting other states' jurisdictions and assessing and observing how each jurisdiction conducts business, and whether they are in compliance; assessing LPB practices to ensure compliance with IRP rules and regulations; and participating in federal legislative initiatives.
- Manages the development of innovative and original technology-based applications and bureau business processes, and manages the development of procedural and/or technical solutions to complex project problems to enhance accuracy and effectiveness of current processes, make process more timely for customers, and enable technicians to use and understand systems more easily to promote a quality work environment. For example, the incumbent coordinated the development of customized IRP applicant screens so that technicians would only have to enter information required by Montana and IRP to increase efficiency of registration procedures. Such projects involve analysis of industry priorities and needs, analysis of program needs and capabilities, investigation of similar programs that exist in other states, building consensus within MCS and MDT regarding the goals a new system must accomplish, assessing impacts of existing and proposed programs, conducting special studies pertaining to priorities the new system must address (e.g., tax collection, traffic patterns and road use, national and international trade and related agreements, etc.), identifying potential areas of time savings to promote efficiency, developing methods of monitoring and testing to ensure accuracy and effectiveness of new/modified procedures, and communicating with staff/users to ensure they are informed of process modifications.
- Directs and oversees the implementation of new and varied programs and initiatives by subordinate staff to assess and ensure the effectiveness of new programs and business processes, and to identify areas needing improvement. The incumbent develops and directs testing methods to assess the effectiveness of procedures; oversees beta testing conducted by subordinate staff to identify potential flaws and determine the need for additional enhancements; identifies computer system problems; assesses effects of changes in legislation on processes; ensures implementation of new programs will meet identified needs; and continually develops methods of refining processes as needed.

This position oversees program operations within the LPB to ensure the effectiveness and compliance of bureau processes and procedures. The incumbent manages and monitors program operations; ensures the bureau adheres to extensive laws, regulations, and policies regarding licensing, permitting, and the confidentiality of information; ensures IRP accounts, GVW fees, IFTA accounts, special fuels accounts, and

new car sales tax are processed in accordance with state law; serves as the state technical expert on commercial vehicle licensing and permitting issues and problems; develops and administers reciprocity agreements with other jurisdictions; appears on behalf of the state in administrative hearings; develops and oversees the delivery of a variety of training services; makes and defends controversial decisions; and coordinates cooperative licensing, permitting, and tax collection activities and special bureau projects with various entities. These duties require extensive knowledge of the concepts and theories of public administration, program planning, and project administration, and demonstrated ability to independently apply this knowledge within a variety of applications including motor vehicle licensing laws and regulations; the Motor Carrier Fuel Tax Act; the rules, regulations, audit requirements and operating procedures mandated by the International Fuel Tax Agreement, the International Registration Plan, and the Single State Registration System; administration of projects directly related to the programs for which the position is directly responsible; interstate and international reciprocity agreements; legislative and administrative rule requirements and processes; training methods and techniques; administrative principles; advanced skills in negotiation and mediation; work planning, delegation, and data collection and analysis; program administration, business trend and projection development; and the ability to develop innovative approaches to unique circumstances; direct a major agency program; develop effective working relationships with a variety of individuals and agencies; make and defend policy decisions; negotiate with, and persuade a variety of individuals; assess complex issues and determine their impacts on the industries represented; communicate effectively; and motivate and direct staff to meet Department goals.

- Manages and monitors program operations to ensure industry compliance with state and federal laws and regulations, and ensure bureau services are effectively provided in a timely manner. Provides technical assistance to staff, other jurisdictions, the industry, and other organizations to facilitate program operations and promote compliance. This involves ensuring compliance of bureau operations with applicable laws and regulations; monitoring operations and policies; ensuring the proper processing of fees and accounts; developing and delivering a variety of training services; providing technical assistance/guidance to staff, the motor carrier industry, and the public; and representing the agency on various committees, work groups, and special projects.
- Ensures the bureau adheres to extensive laws, regulations, and policies regarding licensing, permitting, and the confidentiality of information. This involves ensuring compliance with established policies and procedures by conducting periodic review of subordinates' work products and decisions; and investigating problems with program operations to develop solutions.
- Manages Bureau operations to ensure IRP accounts, GVW fees, IFTA accounts and special fuels accounts are processed and fees collected, in accordance with state law. This involves developing and managing the review of legal requirements, processing procedures and methods, managing the coordination of collections and accounting with the Administration Division, and assuring that reports are periodically reviewed to ensure operational compliance.
- As the State of Montana's chief technical expert on commercial vehicle registration, licensing and permitting issues and problems. Develops and distributes commercial motor carrier law, rule and policy guidance to subordinate staff, the motor carrier industry, the public, other non-MCS MDT organizations (e.g., Audit Unit and the Motor Fuel Tax Unit), other counties, etc. regarding complex licensing and registration issues and problems. Interprets and clarifies complex, diverse, and contradictory international, federal, and state commercial motor carrier, fuel, tax, and business laws, technology applications, business concepts, and related operational practices.

- Develops and administers reciprocity agreements with other jurisdictions to ensure effective and efficient program operations, and compliance with laws and regulations. This involves working and negotiating with representatives from other jurisdictions; developing draft policies, forms, and agreements; and developing outreach plans to communicate changed requirements to the public and to publicize, promote, and explain program changes.
- Appears on behalf of the state in administrative hearings in the capacity of bureau chief or expert witness. Provides expert testimony regarding program operations, decisions, precedents, laws, and regulations. The position, in this capacity, acts as the State's technical expert on commercial vehicle licensing and permitting issues and problems.
- Develops and oversees the delivery of a variety of training services regarding MCS licensing and permitting programs to ensure consistent application of business processes and increase compliance with program laws and regulations. Groups trained include Montana's trucking industry, The Montana Motor Carriers Association, county treasurer's staff, MCS Enforcement officers, and other MDT and Department of Justice staff. This involves assessing training needs through review of program changes, areas of noncompliance, questionnaires and phone/personal interviews; researching information from national organizations, other state agencies, and current literature to develop training materials to meet the changing needs of clients; developing training materials on a variety of topics; developing outreach plans to facilitate accessibility of information (e.g., coordinating information sessions with motor carriers associations, providing CD-ROM training modules, etc.); and overseeing and assessing the effectiveness of training sessions provided by various individuals.
- Makes and defends controversial decisions (e.g., those requiring interpretation of law, unprecedented situations, and other issues raised to the Bureau Chief level). This involves gathering situational carrier operating information, researching and interpreting applicable state statute and federal regulation information, and synthesizing these with complex, highly technical and often contradictory commercial vehicle registration and fuel tax schedules, gross commercial vehicle weight, axle weight, and Federal Bridge Formula requirements and oversize/overweight permitting restrictions.
- Coordinates cooperative licensing, permitting, and tax collection activities and special bureau projects with other MDT bureaus and divisions, IFTA, SSRS, NCSTS, IRP, and other state and federal agencies. This involves ensuring the flow of accurate and timely information, coordinating and negotiating the use of resources, and establishing and maintaining effective relationships to foster bureau operations. Consults with administrative staff in other jurisdictions concerning their laws and policies to coordinate the licensing activities of the bureau, and determine if their laws and policies are compatible with Montana's.

Bureau Administration and Staff Management (35%): This position administers the Licensing and Permitting Bureau budget, policies, equipment, and contracted services to ensure efficient and cost-effective program operations, compliance with statutory responsibilities and related laws, and compliance with state, federal, and national standards. This involves developing and administering policies of the Bureau; assessing, obtaining, and allocating necessary financial, capital, and human resources; implementing new policies, laws, and technologies; and assessing the effectiveness of Bureau programs and services. This requires knowledge of program planning and administration,

budgeting, contract administration, and state and federal laws pertaining to commercial motor carrier licensing and permitting; skill in program management and plan implementation; and the ability to communicate effectively and negotiate consensus; exercise professional judgment to arrive at timely decisions in complex situations; establish and maintain effective working relationships with consultants, Department staff and managers, special interest groups, and other state and federal agencies; and motivate and direct staff to meet Department goals.

- Directs and coordinates all administrative details related to all Bureau Programs including IRP, IFTA, SSRS, Western States Compact, Reciprocity, Fleet Vehicle Registration, County GVW collections, and Special Fuel Users to ensure cost-effective expenditures as well as compliance with state and federal requirements. This involves researching and monitoring state, national, and international commercial motor carrier licensing and permitting standards, determining their applicability to Bureau operations, and developing policies and procedures to implement the most efficient strategies and practices.
- Monitors compliance with established operational policies and procedures and achievement of goals through consultation and meetings with subordinate staff and supervisors (e.g., weekly meetings, status reports, etc.); personal review of licensing and permitting work and project plans; and through discussions with other Department staff and managers, consultants, local/regional representatives, and others. Monitors compliance with established policies in programs and reviews and approves atypical or developmental methods and procedures.
- Provides information for the preparation of biennial budgets. This involves forecasting annual expenditures based on factors such as historical expenses, proposed initiatives and ongoing activities, types of planned projects, inflation, changes in technologies and statewide motor carrier services needs, and other factors. Develops recommendations for allocations for annual fiscal operational plans and recommends spending priorities by reviewing past funding practices, anticipated projects and expenditures, program goals and objectives, and related personnel and other administrative expenses.
- Monitors program expenditures to ensure that money is allocated as designated and tracks funding levels through review of financial reports and approval of expenditures. Reviews and approves all requisitions, payrolls, expense claims, vendor claims, and other transactions for the Bureau to ensure budgets are not exceeded and Department resources are used in the most efficient manner possible.
- Directs and oversees contract negotiations and monitoring to ensure effective contract performance and compliance with specific terms and conditions of individual agreements. This involves directing the development of requests for proposals, reviewing and coordinating vendor service contracts, and monitoring and evaluating work undertaken by contractors on Department projects. The incumbent ensures that the scope of contracts reflects appropriate intent and use of funds. Exercises final approval, denial, or modifications to ensure that

agreements reflect the best interests of the Department and provide sufficient detail for effective monitoring and performance assessment.

- Reviews and approves all change orders, extra work orders, progress payments, final project acceptance, and final payments to ensure contract charges and payments are legitimate, necessary, and properly documented. This involves assessment of original contract agreements, costs-to-date, available funding, federal requirements, monetary impact of the change, business and marketing principles, uniformity of contract administration, and other impacts.
- Determines and fulfills equipment procurement needs of the Bureau including responsibility for developing specifications, ensuring compliance to Department procurement practices, developing budget justifications and submitting requests, and integrating equipment into Bureau practices to ensure maximization of resources.

This position supervises 15 professional and technical staff, three direct reports, involved in the operation and administration of various programs within the Bureau and Administrative Support Section. This involves reviewing subordinate supervisor's work plans and procedures, handling disciplinary actions and resolving conflicts, and hiring, training, promotion and providing recommendations for terminating staff. The position is responsible for determining and responsibilities of subordinate positions, allocating human resources, and (directly or through subordinate supervisors) evaluating performance. This work requires knowledge of Department and state personnel procedures and policies, organizational theory, employment law, program requirements, public administration, and personnel management practices and techniques.

- Supervises professional and technical staff of the Licensing and Permitting Bureau and Administrative Support Section by reviewing and revising overall work plans, priorities, and procedures and monitoring progress through meetings and consultations. Conducts staff meetings, disseminates data, and promotes information exchange for support and advancement of Bureau, Division, and Department goals.
- Ensures the technical proficiency of LPB and Admin Support staff by reviewing and revising overall section work plans, priorities, and procedures; by monitoring progress through meetings and consultations; and by randomly discussing staff performance with internal and external customers and peers within MDT.
- Establishes and approves overall responsibilities and allocation of positions within all programs of the Bureau. Develops and monitors career ladders criteria and staff development. Reviews and approves recommendations for staff promotions.
- Determines training needs of Bureau and Admin Support staff through analysis of program effectiveness, new technology and policies, and staff performance. Prepares, presents, or coordinates training through subordinate supervisors, personnel specialists, training offices, or outside consultants to ensure that modern technologies and operational strategies are

available. Ensures consistency in the application of training opportunities for all staff. Ensures that Bureau personnel are properly supervised and trained to ensure that resource programs are cost- effective and achieve performance standards.

- Identifies staffing needs, oversees recruitment and selection activities, and allocates human resources to adequately support the ongoing operations and activities of the Bureau and Administrative Support Section. This involves ensuring compliance with state and federal employment and civil rights laws throughout the hiring process, assigning personnel screening and selection committees, reviewing results and making final recommendations for hiring, and ensuring proper training and orientation of new employees.
- Establishes objective, measurable, and observable performance standards for FTE and evaluates the performance of all positions directly supervised, completes performance evaluations, and reviews work of positions indirectly supervised through assessment of subordinate supervisor's performance evaluations. Independently implements and monitors corrective actions including discipline and termination. Enforces disciplinary policies to ensure consistency in the application of disciplinary actions.
- Ensures that Bureau staff complies with State and Department personnel rules, regulations, and policies as well as collective bargaining agreements. Resolves grievances at the lowest level whenever possible.
- This position performs duties associated with Division and Department projects and activities including special project managements, representing MCS or the Department at meetings and conference, and development of specialized training and educational programs.

Supervision

If this incumbent supervises others, please list each employee supervised and the position number:

The number of employees supervised is: 3

The position number for each supervised employee is: 22151, 22073, 22069

Physical and Environmental Demands:

List physical aspects of the job, including frequency and duration, and environmental factors an incumbent can expect in this position. You may also access the State of Montana Safety Program, the Return to Work Program, and other Resources. The predominant work is performed primarily in an office environment with extensive travel required (more than 1,000 miles per month when averaged annually). The position must adjust to demands associated with significant, fluctuating workloads, and challenging and confrontational contact with taxpayers, commercial vehicle and fleet vehicle managers and owners, elected officials, and officials of other jurisdictions. The LPB must meet daily and seasonal deadlines upon which the ability of the motor carrier industry to operate legally in Montana is dependent. This position is directly responsible for ensuring that these deadlines are absolutely met.

Knowledge, Skills and Abilities (Behaviors):

List the knowledge, skills and abilities (behaviors) typically required for the first day of work. You may also list preferred knowledge, skills and abilities. This position is the State's chief technical expert on commercial vehicle licensing and permitting issues and problems. Work requires extensive knowledge of the concepts and theories of public administration, program planning, and project administration, and demonstrated ability to independently apply this knowledge within a variety of applications including motor vehicle licensing laws and regulations; the Motor Carrier Fuel Tax Act; the rules, regulations, audit requirements and operating procedures mandated by the International Fuel Tax Agreement, the International Registration Plan, and the Single State Registration System; administration of projects directly related to the programs for which the position is directly responsible; interstate and international reciprocity agreements; legislative and administrative rule requirements and processes; Montana statutes; MDT rules, regulations, policies, and procedures; motor vehicle licensing rules and regulations; governmental accounting principles and practices; training methods and techniques; administrative principles; and Department of Transportation and State of Montana personnel procedures and policies, organizational theory, employment law, program requirements, and personnel management practices and techniques. The ability to synthesize abstract ideas (program or project goals, motor carrier industry service needs and expectations, limitations imposed at the State or Federal levels, etc.), management concepts and theories necessary to accomplish the MCS/MDT mission.

This position requires advanced skills in tax and revenue management; program planning and implementation; negotiation and mediation; work planning, delegation, and data collection and analysis; program administration, business trend and projection development, and developing approaches to sensitive issues which have significant impacts on the state. Considerable skill, as project manager, in the accomplishment of project goals, objectives, and deadlines. Considerable skill in the operation of a personal computer with knowledge of spreadsheets, word processing software, customized division and state computer applications, and the Internet. Skill in the operation of an automobile, multi-line telephone, and audio/visual aids used in presentation.

Minimum Qualifications (Education and Experience):

List the required education and experience required for the first day of work, including alternative methods of acquiring minimum qualifications.

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to a bachelor's degree in business administration, accounting, economics, or a related field. The work requires training in customized software and systems used in licensing and permitting of commercial motor vehicles.

This position requires a minimum of five (5) years progressively responsible management experience. The incumbent is also expected to be the state technical expert on commercial vehicle licensing and permitting issues and problems.

Equivalent combinations of education and experience may be considered on a case by case basis.

Special Requirements:

List any other special required information for this position

☐

Fingerprint check

☐

Valid driver's license

☐

Background check

☐

Other; Describe

Union Code

Safety Responsibilities

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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Administrative Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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Human Resources Review

Job Code Title: Regulatory Program Manager
Pay Band: 7

Job Code Number: 111937

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

☒ FLSA Exempt

☐ FLSA Non-Exempt

☐ Telework Available

☐ Telework Not Available

☒ Classification Complete

☐ Organizational Chart attached

Human Resources:

Signature

Title

Date